

## IRS DESIGNATES MAY 20 AS NATIONAL PROBLEM SOLVING DAY

WASHINGTON – In its continuing effort to help taxpayers, the Internal Revenue Service has designated May 20 as National Problem Solving Day. At 34 locations across the country, taxpayers will once again have the opportunity to meet one-on-one with IRS officials to resolve long-standing tax issues.

Since the program's inception in 1997, Problem Solving Day has served as a forum to work out complicated tax matters with the IRS for more than 63,000 taxpayers. Results from a recent customer survey reveal that 92 percent of respondents are very satisfied with Problem Solving Day and encourage the IRS to continue the program.

"We're pleased with the high marks the program receives from America's taxpayers," said Charles Rossotti, IRS Commissioner. "Problem Solving Day is a cornerstone of the IRS's continued emphasis on servicing taxpayers."

Problem Solving Day has been instrumental in helping taxpayers set up Installment Agreements, resolve issues involving tax returns, and negotiate an Offer in Compromise. Additional customer survey results show that 41 percent of the taxpayers reported their issues were completely resolved during Problem Solving Day.

Taxpayers can find the National Problem Solving Day location nearest them on the IRS home page at [www.irs.gov](http://www.irs.gov) -- -- or by calling the IRS toll-free at 1-800-829-1040. A list of National Problem Solving Day locations and times is attached.

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## **PROBLEM SOLVING DAY CITIES**

### State / City / Telephone Number

#### Alabama

Huntsville (601) 292-4948

#### Alaska

Anchorage (907) 271-6877

#### Arkansas

Little Rock (405) 297-4745

#### California

Los Angeles (213) 576-3442

Sacramento (510) 637-4359

Santa Ana (949) 389-4584

San Jose (408) 817-6863

#### Colorado

Lakewood (303) 571-4402

#### Connecticut

Hartford (860) 756-4556

#### Delaware

Wilmington 1(800) 865-6198

#### Florida

Holly Hill (904) 258-4113

Plantation (954) 423-7684

#### Georgia

Atlanta (404) 338-9360

#### Illinois

Springfield (312) 886-0550

#### Indiana

Indianapolis (317) 226-5081

#### Kentucky

Louisville (615) 250-5423

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Massachusetts

Boston (617) 316-2950

Michigan

Detroit (313) 628-3755

Minnesota

St. Paul (651) 312-7951

Missouri

St. Louis 1(800) 401-3073

New Jersey

Edison (973) 921-4377

New Mexico

Albuquerque (505) 837-5631

New York

Brooklyn (718) 488-3601

Buffalo (716) 961-5577

New York (212) 436-1013

Ohio

Akron (330) 375-5403

Oklahoma

Oklahoma City (405) 297-4745

Pennsylvania

Philadelphia (215) 861-1301, Extension 183

South Carolina

Columbia (803) 253-3049

Texas

Fort Worth (817) 978-3370

Houston (281) 721-8110

San Antonio (210) 706-5599

Virginia

Norfolk (804) 916-8740

Wisconsin

Milwaukee (414) 297-3438